
FERRIS STATE UNIVERSITY
Division of Student Affairs

Assessment Mid-Year Progress Review

March 19, 2011

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**Division of Student Affairs
Mid-Year Assessment Progress Review
Meeting Minutes**

March 19, 2011

Present:

Dan Burcham	Mike Cairns	Nick Campau	Matt Chaney
Sara Dew	Renee Douglas	Elise Gramza	Cindy Horn
Kathy Lake	Geroge Nagel	Kristin Norton	Kristen Salomonson
Mark Schuelke	Linda Telfer	Charlotte Tetsworth	Troy Tissue
Cindy Vandersloot	Joe Ward	Alli Witucki	Leroy Wright

Mike Cairns welcomed everyone to the meeting. Mike explained that the Student Affairs Assessment Committee helps with assessment concerns and is always looking for ways to improve the assessment process.

Mike recognized George Nagel as a new member of the Student Affairs Assessment Committee.

Kristen Salomonson, Fred Heck and Mike Cairns presented on “Assessing Student Affairs’ Contributions to General Education Learning Outcomes” at the AAC&U conference on March 5, 2011.

Admissions (Recruitment)

Troy Tissue

Troy briefly went over the Admissions (Recruitment) 2009-2010 highlights.

- The Orientation Student Survey distributed in 2010 was a success. He plans to send out the student interest survey again in 2011.
- Out-of-State Recruitment - planning on evaluating effectiveness of process for 2011.
- Campus Visit Program – Admissions surveys visitors at the end of the visit. The feedback received is used to improve the process.
- In the future, Admissions plans to collect survey data to help current students as a retention effort.
- Troy is currently working with FLITE staff to create FLITE Training. FLITE Training is a program reaching out to high schools students taking AP or higher level college prep classes. FLITE Training is designed to teach research tools. They didn’t have good attendance at first session, but they have redesigned the program and will try it again soon.
- George said he has seen several Student Ambassadors give tours of the Student Recreation Center and their message doesn’t seem to be consistent. George suggested having someone shadow the ambassadors. Cindy Horn suggested asking departments to evaluate the tour.

Admissions (Process)

Charlotte Tetsworth

- Career Pathways Program provides local student visits that focus on team building and a campus experience. The Career Pathways Program was canceled for 2011, due to all of the snow days that had to be made up by the local school districts. Charlotte will try again next year (2012).
- Staff Exploration Evaluation was used to evaluate the duties of each staff member. Charlotte has found that she has referred to these evaluations several times over the past year and plans to use them for future evaluations.
- Transfer Articulation Process – Charlotte is creating a new communication plan for the Transfer Articulation Process. The current process does not seem to be running smoothly. Charlotte is redesigning the program to make it a much smoother process. Leroy said that he has received a lot of compliments when it comes to the transfer process.

Counseling Center

Renee Douglas

- The Therapeutic Outcomes Questionnaire (OQ45) measures change in symptom distress, interpersonal relationships and social role performance to determine if therapy is helping. The Counseling Center has received some good feedback from this questionnaire. Renee said that the staff is looking forward to tapping into some of the reports and other resources available through their software program Titanium in the future.
- Student Staff Exploration – Renee liked Charlotte’s process of exploring duties and would like to use the same process to explore her student staff duties.
- George Nagle said that he would like to see some aggregate data on how many students are using counseling services to help them deal with stress, mental issues, etc. Kristen Salomonson said that Jean Boelle distributed a survey asking some of these questions. It might be helpful to pull the report to see what her findings were.
- Renee said that they are seeing more Post Traumatic Brain Disorder (PTBD) with more veterans enrolling in classes. The disorder is legally called Post Traumatic Stress Disorder (PTSD). Troy said the military is trying to get it changed, at least for vets, but that hasn’t happened yet.

Birkam Health Center

Joe Ward

- The Compliance Committee is reviews charts, fees and codes to make sure that the Health Center is in compliance with the laws.
- Joe is working on the budget, accessing billing, the budget process and reviewing fees charged.
- The Federal Government requires that all medical facilities be upgraded to electronic medical record keeping by 2014. Only 25% of offices are currently using electronic record keeping. Birkam is working to meet this deadline.
- Joe is planning on surveying patients to find out if they were satisfied with services, if they felt better after using the Health Center services, etc.

Office of Multicultural Student Services (OMSS)

Matt Chaney

- OMSS evaluates the Imagine More Bus Tour student staff, which is helpful in evaluating the event.
- OMSS assesses all events and uses the information gained to make improvements.
- Cindy Horn would like to see the evaluation tools that Matt is using as a model for her own evaluations.

Career Services

Leroy Wright (Angie Roman was at a conference)

- Career Development Process – Angie assesses most of the programs she hosts, but only highlights a few in the report each year.
- Career Services is working on increasing student knowledge of the career development process. In the past, they have received an average response from students, but they are working on ways to increase student knowledge of the career development process through workshops, conferences, etc.
- Career Services collaborates with faculty members to provide mock interviews and resume critiques to students to help them with their interview and resume development skills.
- Career Services is working on increasing student knowledge of what to look for when applying for a job. Students do not always understand that they don't necessarily need to apply for jobs that are only in their field of study, there are other opportunities available.

Career Services - continued

- A Career Information Depot will be set up during the Job Fair on March 24 where students can ask questions about interviewing, talking with the employers, etc.

Financial Aid

Sara Dew

- The Financial Aid office is working on ways to educate students about FAFSA and the deadlines that they must meet. Financial Aid is getting the word out through Facebook, email, visiting high schools, etc.
- Enhance Financial Literacy – presenting at FSUS classes to get students to think about budgeting and to determine needs over wants.
- The Communications Committee works on ways to better communicate Financial Aid deadlines with students.
- Current students are asked to share some of the costs they incur while attending Ferris. They use this information create a budget and an average cost to attend Ferris for new students. They received 1,116 responses to the survey.
- Financial Aid is partnering with the Business Office to add a third drop date for the semester.

Institutional Research and Testing

Kristen Salomonson

- The National Health Assessment survey is sent out every 2 years. This assessment tool provides a good picture of health and wellness of our students. The National Health Assessment is used for the Social Norming campaign, among other things. A lot of other information can be pulled from this report.
- Fact Book – Kristen uses the information in the Fact Book as a tool to educate her FSUS students about Ferris. She plans to use the information gained from her class in the 2010-2011 Student Affairs Assessment Highlights.
- In the future, IR&T will be assessing their level of support, survey designs, etc.

Dean of Student Life

Leroy Wright

- Commuter/Non-Traditional Students – last year a commuter/non-traditional student virtual resource center (website) was created to provide resources requested by commuter and non-traditional students through a survey distributed in early 2010. Leroy is planning on sending a follow-up note to commuter and nontraditional students directing them to the virtual resource center and asking for their feedback.

Student Conduct

Kristin Norton

- UCD Training – at the end of the year the UCD faculty and staff were surveyed to see if the training provided was helpful when actually in a UCD. The evaluations showed that new members wanted to know what to expect at a hearing. A mock hearing was created to teach new UCD members what a hearing would look like. After attending a mock interview they felt more prepared and understood the process better.
- In the fall, Student Conduct offered students the opportunity to meet with Nick Campau prior to their hearing to explain to them the conduct process and what to expect. Currently, the meeting with the advocate isn't required, but in the future a meeting will be automatically set up with Nick prior to the hearing.
- Kristin presented the idea of a pre and a post evaluation or test of the students sent through the conduct process to the Hall Directors. The Hall Directors were concerned with handing out the evaluations and gathering the information. Kristin is still working on the process and hopes to get it up and running in the near future.
- Know the Code Promotion – posters, postcards and bookmarks were distributed to students promoting that students should know the Code of Student Community Standards. Kristin has also presented to over 30 FSUS classes trying to educate students on the code. Currently, the number of conduct cases is down, which could be due to their promotion efforts.

Orientation

Nick Campau

- Orientation Leaders will be pre-tested prior to training to see how they feel at the beginning of the process. They will then be evaluated at the end of the process to see if they received the training that they needed to do their job.

Orientation - continued

- The application process was changed this year to require that a resume and two letters of reference be turned in. A list of tips when going through the interview process was also distributed. Orientation Leader applicants will be asked to fill out a brief survey after their interview to find ways to enhance the application process, and if they learned anything through their application process.
- The online orientation website was updated fall semester 2010. Information, as well as a Resource Guide, was added to the site to better help transfer and summer semester students through their first semester at Ferris. In the future, an assessment of the process will be done a few weeks after classes have started to find out if the information provided was helpful or if anything needs to be added or changed.

Rankin Student Center

Mark Schuelke

- Potential learning outcomes were distributed to the student managers at the beginning of the year. At first the student managers did not understand that they were learning things. Mark simplified the learning outcomes to better explain the outcomes and what they could potentially learn from being a student manager. Mark plans to continue the process for spring semester. It was suggested that Mark have a group discussion with the managers to share the information.
- Student office staff – an evaluation of the student office staff is also done each semester. Most of the responses received show that the students feel that they have gained communication skills while working in the Rankin office.

Records Office

Elise Gramza

- Grade Change Process – started using workflow this fall. The process is quicker and shows a history of the process.
- Residency Petition – recreated a form to include all information to make sure that they are a residence of Michigan.
- Clearing House is software used to order transcripts. Elise is currently looking for a way to make the process more automated. With keying in information by hand there is a good chance of human error. Currently, testing a new program with Clearing House where transcripts can be automatically printed on a certain date.
- Online graduation application – Elise is working on ways to improve the online graduation application process.

Records Office - continued

- The Records Office is working on ways to communicate to students the difference of drop and withdrawal dates. Students don't always understand the difference between a drop and a withdrawal. The Records Office would like to have a way of stopping students from dropping a class if it will make them lose their financial aid.

Student Leadership and Activities

Alli Witucki

- SL&A evaluates their student staff at the end of the year to find out what they have learned. Results showed that they learned communication skills, event planning, the ins and outs of Ferris and how to work together as a team. They also found that the student staff also wanted social bonding outside of work. Currently, student managers plan an event each semester where SL&A staff gets together outside of work.
- Training evaluations – students felt like they were not prepared after receiving training. Alli feels that this is due to the shortened training time last year. Alli is working on new ways to better prepare the students. Alli has created a task list that she posts weekly of things to do or prepare for, which has been helpful.
- Volunteer Center Report – working on moving the Volunteer Center to OrgSync. The Honors program is currently using OrgSync to post their volunteer hours, which seems to be working well. Alli hopes to move the Volunteer Center to OrgSync by fall.
- OrgSync Awareness Campaign – a survey was distributed after the campaign which received 722 responses. Of the 722 responses; 645 students created an account after hearing about OrgSync; 58% were first and second year students; 605 did not know about co-curricular transcripts. Alli plans to send out an informational flyer to explain what OrgSync is and can do for students.
- Alli has held four training sessions on how to become a five-star student organization and funding options (Finance Division).
- SL&A polled current students to determine who students would like to see at Ferris Fest. SL&A were able to book the second ranked group to perform at Ferris Fest this year.

University Recreation

Cindy Horn

- A list of learning outcomes was created for recreation student staff.
- Each employee is required to do a self evaluation where they rate their knowledge of their job from “I don’t think I’m able to do this”, to “I can do this so well I could teach someone else how to do it”. If a student doesn’t understand a part of their job they make sure that they go back and train them on that area.
- Job Shadowing – students who are planning on leaving are asked to train the new student job before they leave. In the past the student doing the job didn’t always train the person the way that they (UREC staff) wanted them to be trained so now they give them a set of goals and a list of things that they want the person to learn.
- When a student applies for a supervisor position they are asked why they want the position and are required to turn in a recommendation from a staff member and a resume. Everyone receives an interview. This process was evaluated and students feel that they put more value into the position and that they learned a lot about applying for a position.

Mike and Dan thanked everyone for attending. Mike distributed a copy of the Student Affairs Assessment Timeline and reminded everyone that the deadline to turn in their 2010-2011 Assessment Highlights Report is July 15, 2011.

Respectfully submitted by,

Sherry Hayes
Administrative Assistant to the Associate
VP for Student Affairs